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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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KENYON & KENYON
1500 K STREET, N.W., SUITE 700
WASHINGTON, DC 20005

EXAMINER

UBILES, MARIE C

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 01/20/2004

2

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/960,474

Applicant(s)

CHAKERA, ABBAS

Examiner

Marie C. Ubiles

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on ____.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-19 is/are pending in the application.
- 4a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) ____ is/are allowed.
- 6) ☒ Claim(s) 1-19 is/are rejected.
- 7) ☐ Claim(s) ____ is/are objected to.
- 8) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 24 September 2001 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. §§ 119 and 120

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. ____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
* See the attached detailed Office action for a list of the certified copies not received.
- 13) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application) since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.
a) ☐ The translation of the foreign language provisional application has been received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) ____
- 4) ☐ Interview Summary (PTO-413) Paper No(s). ____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: ____

DETAILED ACTION

Drawings

1. The drawings are objected to because the handwriting used on some of reference numbers and elements are difficult to read. A proposed drawing correction or corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

Claims 1-5, 7-12 and 14-19 are under rejected under 35 U.S.C. 102(a) as being anticipated by Miloslavsky (US 6,229,888).

As for claim 1, Miloslavsky discloses a telecommunications system (See Fig. 2, *global call center architecture* 160) comprising a first type telecommunications switch (See Fig. 2, element 168); a first server (or *CTI Server*) (See Fig. 2, *CTI server* 170) coupled to said telecommunications switch (See Fig. 2, element 172); a second type of telecommunications switch (See Fig. 2, element 182); a second server (or *CTI Server*) (See Fig. 2, *CTI Server* 184) coupled to said second type of telecommunications switch (See Fig. 2, element 186); and a data network link (See Fig. 2, *Routing Server* 192 and *Stat Server* 190) coupled between said first server and said second server.

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As for claim 9, Miloslavsky discloses a method of receiving call-associated data of a telephone call by a first type of telephone switch (See Fig. 4A, step 262-264 Detailed Description of the Invention, Col. 7, lines 35-38), said method comprising, transferring the telephone call to a second type of telephone switch (See Fig. 4B, step 290); requesting the call-associated data from a first server (*CTI server 170*) (See Fig. 4A, steps 264-268) coupled to said first type of telephone switch (See Fig. 2, element 168); and receiving the call-associated data at a second server (*CTI Server 184*) (See Fig. 4A, steps 270-282) coupled to said second type of telephone switch (See Fig. 2, element 182 and 186).

As for claim 17, Miloslavsky discloses a method of operating a telecommunications system (See Fig. 2, *global call center architecture 160*) (See Field of the Invention, Col. 1, lines 12-14) comprising, receiving a telephone call a first type of telephone switch (See Fig. 4A, step 262); retrieving call-associated data about the telephone call at a first server (See Detailed Description of the Invention, Col. 7, lines 38-46) coupled to first type of telephone switch (See Fig. 2, element 168); transferring the telephone call to a second type of telephone switch (See Figure 4B, step 290); determining a source of the telephone call at a second server (*CTI server 184*) (See Fig. 4A, step 282 and Fig. 4B, step 292) coupled to said second type of telephone switch (See Fig. 2, elements 182 and 186).; and requesting, the call associated data from first server (*CTI server 170*) (See Fig. 4A, steps 264-268).

Claims 2-3, 10, 12 and 18 are rejected for the same reasons as claims 1, 9 and 17.

As for claim 4, Miloslavsky discloses the system as claimed, wherein said telephone call is received by first type telecommunications switch via a Public Switch Telephone Network (See Detailed Description of the Invention, Col. 4, lines 57-61).

As for claims 5 and 11, Miloslavsky discloses the system and method as claimed, wherein said first server comprises a database (as read on "CTI server", a computer integrated telephony server has a database for the retrieval of ANI and DNIS), and said call-associated data is retrieved based on an automatic number identification of said telephone call (See Detailed Description of the Preferred Embodiments, Col. 7, lines 41-47 and 54-59); wherein retrieving the call-associated data from a database (See Fig. 2, element 194) coupled to said first server (See Detailed Description of the Preferred Embodiments, Col. 7, lines 57-59).

Claim 16 is rejected for the same reason as claims 5 and 11.

As for claims 7 and 14, Miloslavsky discloses the system and method as claimed, wherein said first type of telecommunication switch and said second type of telecommunication switch are different types of private branch exchanges (or *ACD – automatic call distributors*) (See Summary of the Invention, Col. 2, lines 12-16).

As for claims 8 and 15, Miloslavsky discloses the system and method as claimed, wherein said first server is coupled to said first type telecommunication switch (or *ACD*) via computer telephony integration (See Summary of the Invention, Col. 2, lines 16-22).

Claim 19 is rejected, as it is inherent that a CTI server (*CTI Server 184*, in this case) can storage call-associated data in a temporary manner.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 6 and 13 are rejected under 35 U.S.C. 103(a) as being unpatentable over Milovslavsky (US 6,229,888) in view of Brady (Virtual Help Desks Enhance Call Center Service – October 1998).

Milovslavsky discloses the method and system as claimed except for the data network link being a TCP/IP link.

Brady teaches "TCP/IP, in conjunction with your communications infrastructure, can deliver voice and data to agents, regardless of their location. This protocol enables each user to send or receive information from any other user with the same communication protocol. The network simply carries information from one desktop - or endpoint - to another. Computer-telephony integration (CTI) solutions that use the TCP/IP protocol gain the same openness, scalability, and interaction capabilities found on the Internet."

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It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Milovslavsky's claimed invention by providing a TCP/IP link between the two servers, thus in this manner allowing the transfer of voice and data of a customer or caller between two agents working in call centers that are geographically separated.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Blaha (US 5,469,504) teaches "The object is achieved in part by providing an automatic call distributor with a plurality of interconnecting subnetworks, each with a subnetwork switch and an associated group of telephonic agent units for receiving customer calls from customer telephonic units of an external telephonic network, and a host data base computer for storing customer information received from groups of display terminals respectively associated with the telephonic agent units, with an intersubnetwork customer information transfer system having means for transferring a customer call from one agent unit to another agent unit and means responsive to said transferring means transferring a customer call from one agent unit of one of the plurality of subnetworks to another agent unit of another one of the plurality of agent units for conveying information concerning the customer and stored in the host data base computer to the display terminal associated with the other agent unit of the other

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subnetwork to which the customer call is transferred for display.” (See Summary of the Invention, Col. 2, lines 32-49).

Baker, Jr. et al. (US 4,942,602) teaches “In many business applications, data about a client is created and entered on an agent's data terminal during a teleconference with the client. Often, it is necessary to transfer the client to a specialist during the course of the conversation. This invention describes a method of transferring the call and the data terminal information associated with the call to any available phone extension with an associated data terminal. A plurality of Computerized Branch Exchanges (CBX) are joined via a network means to facilitate the transfer of the call and pass a host program the phone source extension and the destination extension for the transfer. The host program looks up the source and destination extensions in a phone to terminal file and determines the network address of the data terminals involved and transfers the appropriate host application terminal display to invoke a transfer of display information. The host application sends the data terminal information to the destination data terminal display in conjunction with the transferred phone call.” (See Abstract).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Marie C. Ubiles whose telephone number is (703) 305-0684. The examiner can normally be reached on 8am-5pm.

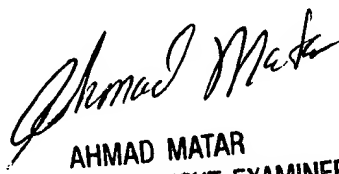
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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-3900.

Marie C. Ubiles
January 7, 2003


AHMAD MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600